

WorkFirst 4- Increasing Successful Outcomes For Educational Activities

The fourth WorkFirst Lean Project Value Stream Map took place from April 21-25, 2014 at the Everett Community Services Division. This event was co-sponsored by Babs Roberts (Community Services Division) and Jim Crabbe (State Board of Community and Technical Colleges). 29 staff members participated throughout the week to work on coming up with ideas for increasing successful outcomes for educational activities for our WorkFirst clients.

The group came up with 47 kaizens for improving the educational experience for WorkFirst participants. Over the next 90 days, the team will be working towards implementing 26 of those ideas. The ideas were categorized into 4 areas:

- **Improving case manager and college connections** (kaizens included aligning the IRP to the education plan at the time of enrollment, identify a WorkFirst case manager for each college, and create a DSHS agreement to not schedule appointments while students are in classes)
- **Creating a foundation for success** (kaizens included peer mentoring, creating a learning disability assessment and providing basic skills education to all WorkFirst clients)
- **Increasing student participation** (kaizens included encouraging improved utilization of Cap use for students, create an auto notification to partners who are assigned to the case when a case staffing is schedule for the client, and reviewing and strategizing around immediate notifies)
- **Implementing policy and training** (kaizens included joint trainings for college and DSHS staff for policy, providing more consistent application of sanction rules and implementation, and providing staff training on using a self-efficacy model)

To find out more about the WorkFirst Lean Project and for further updates, please visit our website at <http://www.workfirst.wa.gov/wflean/default.htm>

If you have questions about the WorkFirst Lean Project, please send emails to wfleanproject@dshs.wa.gov